



SECTION 2: RFQ GENERAL INSTRUCTIONS

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or cancellation of the tender in the online portal.</p>
Deadline for the Submission of Quotation	<p>Deadline is indicated in the online portal.</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p>
Method of Submission	<p>Quotations must be submitted as follows: NextGenERP supplier portal following this link: http://supplier.nextgenerp.partneragencies.org/ using the profile you may have in the portal.</p> <p>Follow the instructions in the user guide to search for the tender using Negotiation ID. In case you have never registered before, follow this link to register a profile:</p> <p>https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715297&_adf.ctrl-state=azywmcpt_1&_afLoop=6329722925931702&_afWindowMode=0&_afrFS=16&_afrMT=screen&_afrMFW=1042&_afrMFH=575&_afrMFDW=1280&_afrMFDH=720&_afrMFC=8&_afrMFCl=0&_afrMFM=0&_afrMFR=144&_afrMFG=0&_afrMFS=0&_afrMFO=0</p> <p>Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.</p> <ul style="list-style-type: none"> ▪ File Format: All attachments must be in PDF format unless otherwise instructed by UNDP. ▪ File names must be in Latin alphabet/keyboard and clearly indicate the content of the document to facilitated review. ▪ All files must be free of viruses and not corrupted.
Cost of preparation of quotation	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
Supplier Code of Conduct, Fraud, Corruption,	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p> <p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_an_dinvestigation.html#anti</p>

Gifts and Hospitality	Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
Conflict of Interest	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
Currency of Quotation	Quotations shall be quoted in in the currency indicated in the portal.
Joint Venture, Consortium or Association	If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association. Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.
Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association. Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.

Alternative Quotes	If alternative quote is permitted, it may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as “Main Quote” and “Alternative Quote” directly in the portal and in any supporting document as relevant.
Contact Person for correspondence, notifications and clarifications	Must be submitted directly in the portal using the messaging functionality. Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
Publication of Contract Award	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.



SECTION 2: RFQ SPECIFIC INSTRUCTIONS

General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to one of the General Conditions of Contract below as applicable in each case specified in the Requirements section Applicable GTC: <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions for Contract. Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy
Special Conditions of Contract	<input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days
Duties and taxes	Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in the requirements section. All prices must: <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
Language of quotation	English, Others: Romanian, Russian Including documentation including catalogues, instructions and operating manuals.
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Payment Terms	<input checked="" type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation.
Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements
Clarifications	Requests for clarification from bidders will not be accepted any later than 3 days before the submission deadline. Responses to request for clarification will be communicated via Quantum messaging portal
Evaluation method	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer
Evaluation criteria	Administrative Requirements: <input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> At least five (5) years of experience in running call centre/hot line services with a minimum of 10 call center operators engaged/available <input checked="" type="checkbox"/> At least three (3) successful references in call centres set-ups and management in the Republic of Moldova <input checked="" type="checkbox"/> Minimum average annual turnover of USD 30,000 for the past three (3) years <input checked="" type="checkbox"/> ISO certification related to scope of the assignment (ISO 9001 and/or others) Technical Requirements <input checked="" type="checkbox"/> Proposed call center setup with the minimum required functionalities, as specified in Annex 1

	<ul style="list-style-type: none"> • Multiple access voice channels with onscreen telephony capabilities and supervisory tools on call forwarding, call monitoring, barging; • Automatic calls distribution system; • Capability of calls recording (voice logging); • Capability to conduct and manage campaigns on request • Capability to provide reports and real time call center information (preferably dashboard); • Quality control mechanism implemented; • Capability to develop and train employees on scripts; • Case management life cycle tools; • Capacity of receiving a minimum of 1,300 calls per day • Working schedule: Monday to Friday from 10 AM to 8 PM, total of 10 working hours, Saturday from 10 AM to 4 PM, total of 6 working days. Total per week – 56 working hours • Working languages: Romanian, Russian <p><input checked="" type="checkbox"/> Proposed key personnel with the minimum required academic and professional qualifications, proven by CVs submitted:</p> <p><u>Key personnel 1: Team Supervisor/Call Center team lead</u></p> <ul style="list-style-type: none"> • University studies in the field of communication, management, marketing or related • Proven experience in a similar position of at least 2 (two) years • Working knowledge of English, Romanian or Russian language <p><u>Key personnel 2: Quality Assurance coordinator</u></p> <ul style="list-style-type: none"> • University studies in the field of communication, management, marketing or related • Proven experience in a similar position of at least 2 (two) years • Working knowledge of English, Romanian or Russian language <p><u>Call center operators:</u></p> <ul style="list-style-type: none"> • A team of at least 10 call center operators fluent in Romanian and Russian language.
Type of Contract to be awarded	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services)
Expected date for contract award.	05 October 2022